



Analogue Contemporary Series User's Guide

Model:

Analogue cordless 1-line hotel telephone - CTM-A2411-BATT

Analogue cordless 1-line accessory handset - CTM-C4101

Charging stand - C4011

Charging stand with USB charging port - C4011-USB

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. This product should be installed by a qualified technician.
2. This product should only be connected to the host equipment and never directly to the network such as Public Switch Telephone Network (PSTN) or Plain Old Telephone Services (POTS).
3. Read and understand all instructions.
4. Follow all warnings and instructions marked on the product.
5. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
6. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
7. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
8. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
9. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply on the premises, consult your dealer or local power company.
10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
11. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
12. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
13. Do not overload wall outlets and extension cords.
14. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled onto the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - If the product has been dropped and the telephone base and/or handset has been damaged.
 - If the product exhibits a distinct change in performance.
15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
16. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
17. Only put the handset of your telephone next to your ear when it is in normal talk mode.
18. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
19. For pluggable equipment, the socket-outlet (power adapter) shall be installed near the equipment and shall be easily accessible.
20. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
21. In wall mounting position, make sure to mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place. Refer to the full instructions in Installation in the user's manual.
22. CAUTION: Keep small metallic objects such as pins and staples away from the handset receiver.
23. CAUTION: There may be a risk of explosion if a wrong type of handset battery is used (CTM-A2411-BATT). Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). Dispose of used batteries according to the information in Product disposal instructions in the user's manual.















SAVE THESE INSTRUCTIONS

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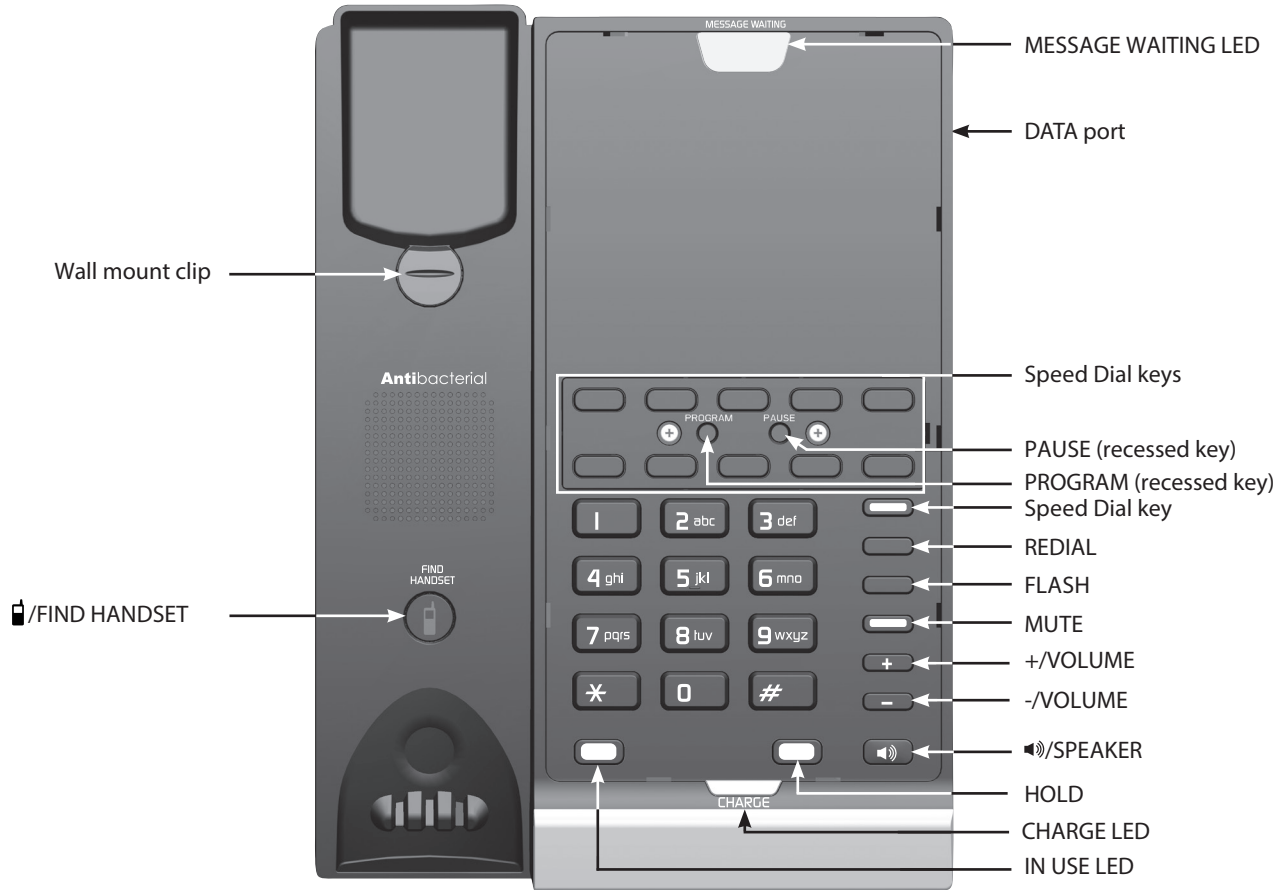
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Parts checklist

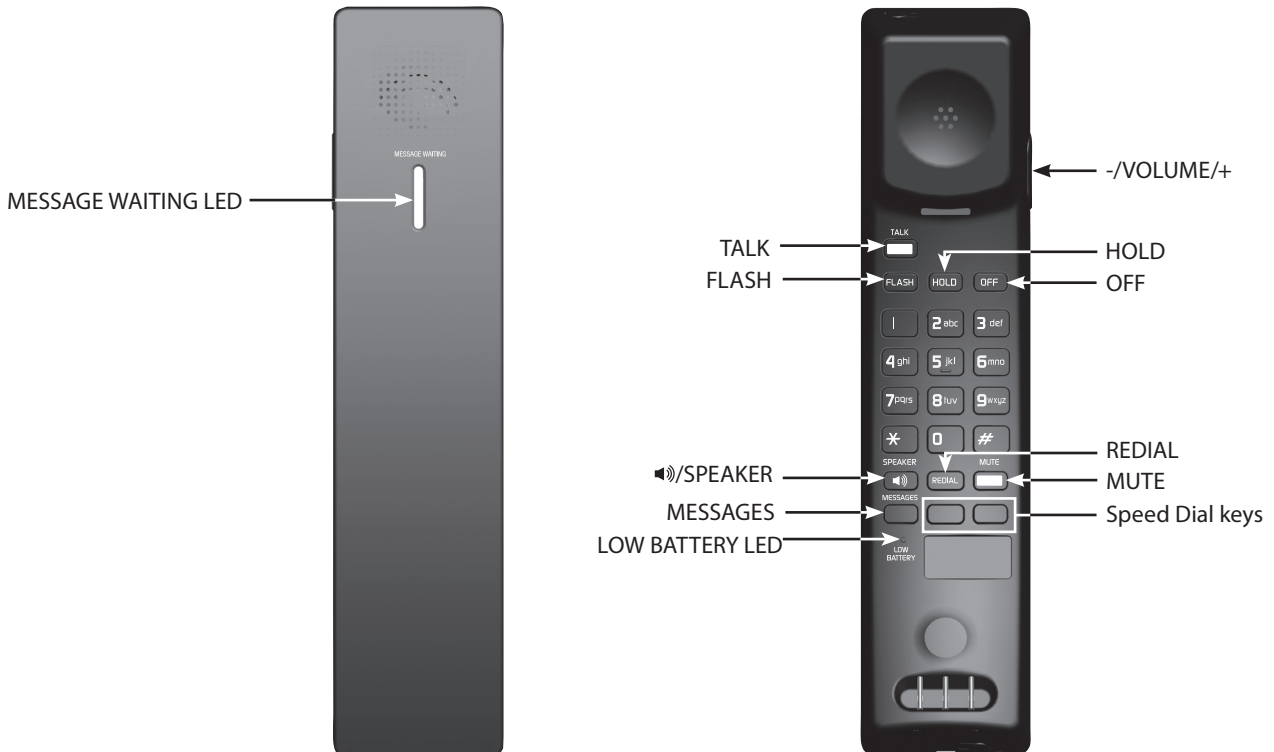
Items contained in the telephone package:

Model name	Model number	Parts included
Analogue cordless 1-line	CTM-A2411-BATT	 Telephone base with faceplate and overlay  Cordless handset  Mounting bracket  Battery (2)  Screws (2)  Power adapter with RJ-45 cord  Telephone line cord
Analogue cordless 1-line accessory handset	CTM-C4101	 Cordless handset  Battery  Screws (2)
Analogue cordless charging stand	C4011	 Charging Stand  Power adapter
Analogue cordless charging stand	C4011-USB	 Charging Stand  Power adapter

Telephone layout



Telephone layout



Installation

Telephone base backup battery installation

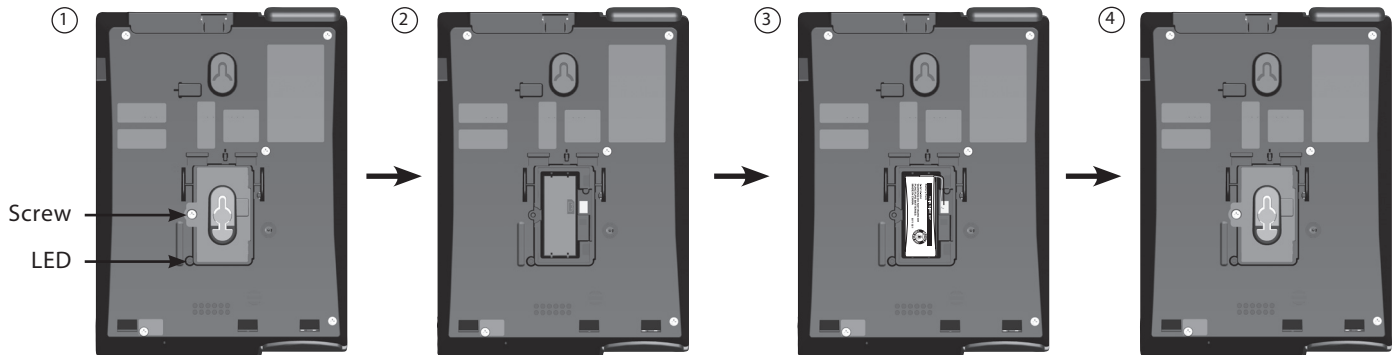
You can install a backup battery in the telephone base to guarantee continual operation during a power outage. The telephone base backup battery only supports complete operation for the telephone base and handset on line 1 during a power outage.

You can buy rechargeable battery (BT264392/BT266342) for the telephone base. When the battery is installed and AC power is connected, the battery will be recharged.

You should replace the installed battery when the LED next to the battery compartment flashes.

Install the battery as shown below.

1. Insert a 5 mm standard screwdriver in the provided slot and then twist and lift to remove the battery compartment cover.
2. Plug the battery connector securely into the socket inside the battery compartment.
3. Place the battery with the label THIS SIDE UP facing up and the wires inside the battery compartment.
4. To replace the cover, align all the tabs on the telephone base battery cover against the corresponding grooves on the telephone base, then firmly push downward until all the tabs lock in the grooves. Install the screw at the bottom of the handset.



Replace a telephone base backup battery

1. Insert a 5 mm standard screwdriver in the provided slot and then twist and lift to remove the battery compartment cover.
2. Unplug the battery connector from the socket and then remove the battery from the battery compartment.
3. Follow Step 2 to Step 4 in Telephone base backup battery installation above to install a new battery.

CAUTIONS:

- There may be a risk of explosion if a wrong type of battery is used. Use only rechargeable battery (BT264392/BT266342). To order a replacement, call +44 (0)1706 694 070 or email ukca@trustdistribution.com.
- Dispose of used batteries according to the information in Product disposal instructions on page 22.

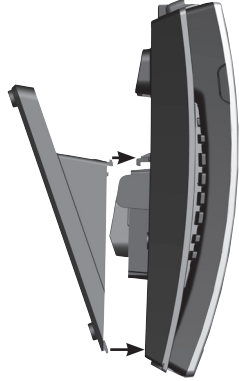
Installation

Telephone base installation

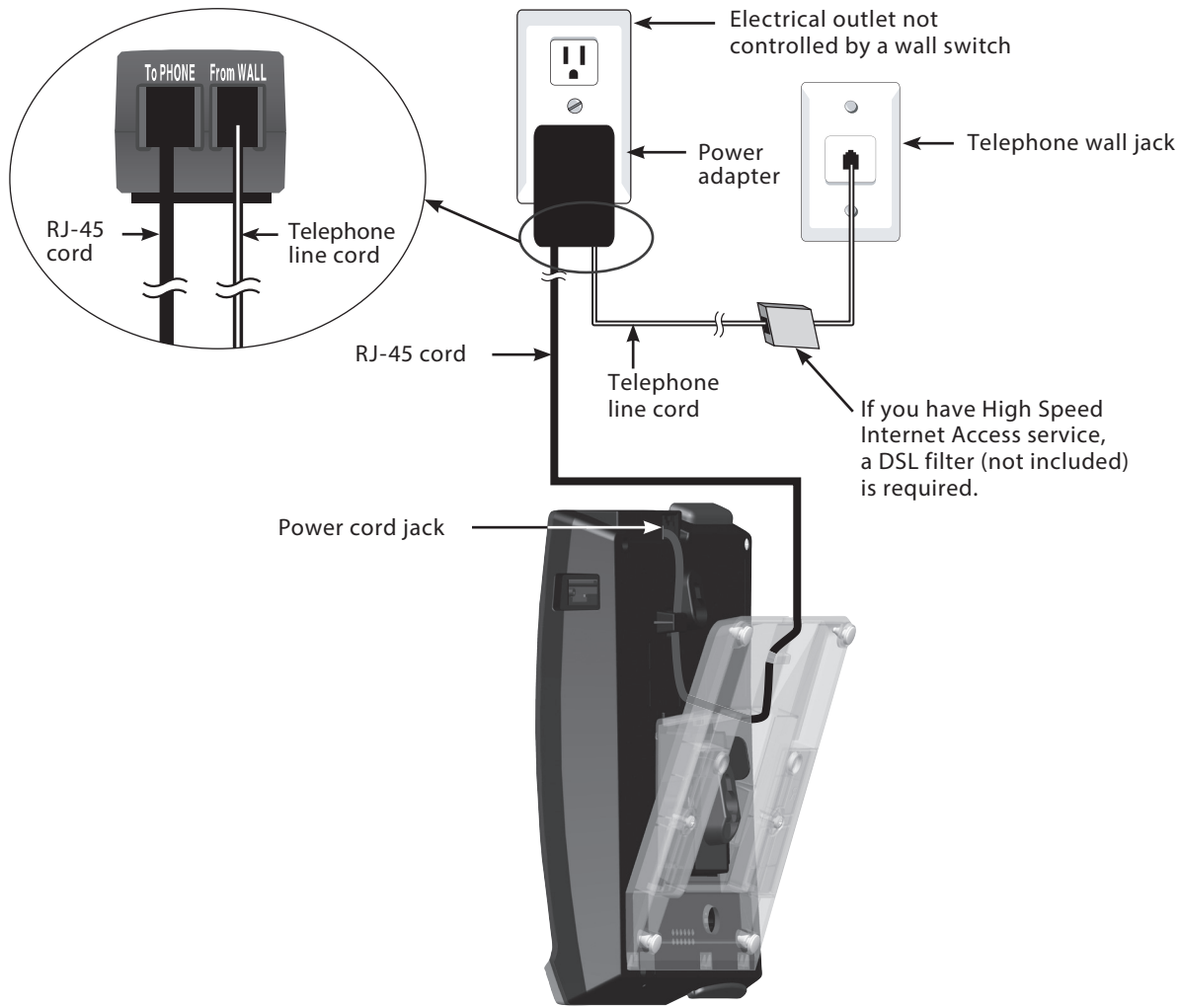
This telephone can be adapted to desktop use or mount on a standard telephone wall plate.

Installation option - desktop position

1. Turn the telephone base over with the bottom side facing up. Insert the tabs into the grooves to affix the mounting bracket in place.



2. Plug the power adapter into an electrical outlet not controlled by a wall switch.



3. When the telephone base has been initially installed, press **▲/SPEAKER** on the telephone base. Listen for a dial tone and then press **▲/SPEAKER** again to hang up.

CAUTION:

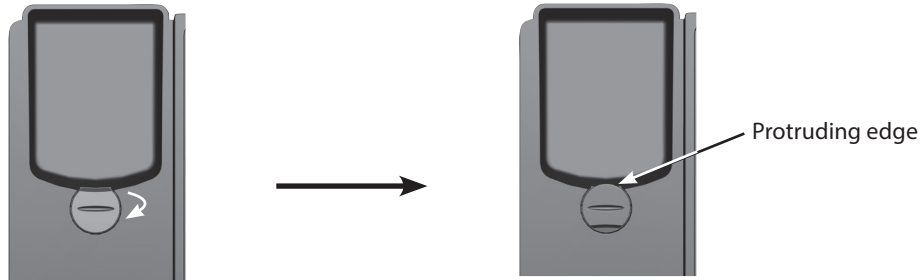
Use only the supplied RJ-45 cord and power adapter. RJ-45 cord is not designed for use in any other IT devices. Misuse of RJ-45 cord on your other IT devices shall be prohibited. To order a replacement, call +44 (0)1706 694 070 or email ukca@trustdistribution.com.

Installation

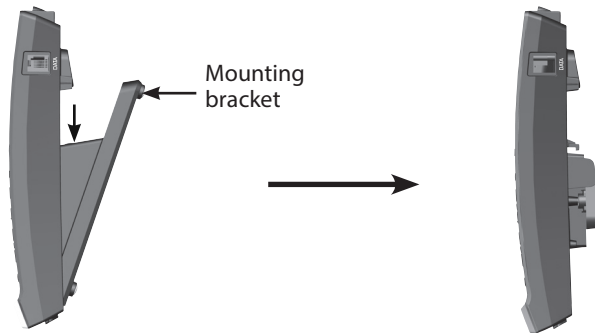
Installation option - converting from desktop to wall mount position

To mount the telephone base on the wall:

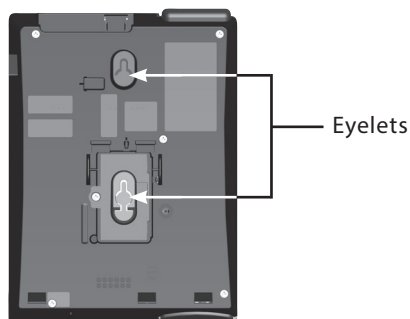
1. Unplug the power adapter and telephone line cord. Disconnect the power cord from the telephone base.
2. Set aside the handset. On the telephone base cradle, place a coin in the slit of the wall mount clip and rotate a half turn (180 degrees). It locks into place with the protruding edge pointing towards the upper edge of the telephone base. This protruding edge holds the handset when the phone is mounted on the wall.



3. Turn the telephone base over with the bottom side facing up. To remove the mounting bracket, firmly push both tabs downward and pull up until both tabs release from the grooves.



4. Mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place.



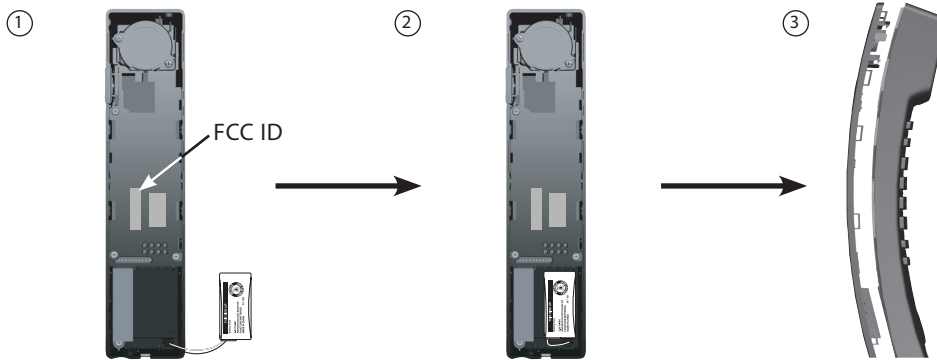
5. Connect the power cord to the telephone base. Plug the power adapter into an electrical outlet not controlled by a wall switch, and plug the telephone line cord into the telephone wall jack. Then place the cordless handset on the telephone base cradle.

Installation

Handset battery installation

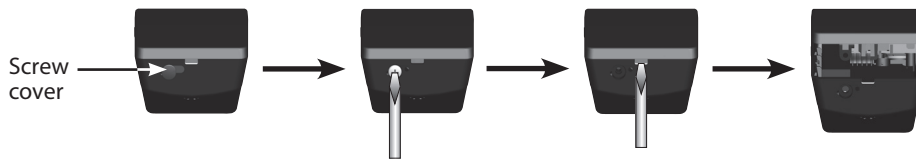
Install the battery as shown below.

1. Plug the battery connector securely into the socket inside the handset battery compartment.
2. Place the battery with the label THIS SIDE UP facing up and the wires inside the battery compartment.
3. To replace the handset cover, align all the tabs on the handset cover against the corresponding grooves on the handset, then firmly push downward until all the tabs lock in the grooves. Then install the screws at both ends of the handset.



Replace a handset battery

1. Use a 5 mm standard screwdriver to open the screw cover and remove the screw.
2. Insert the screwdriver in the provided slot and then twist and lift to open the bottom part.

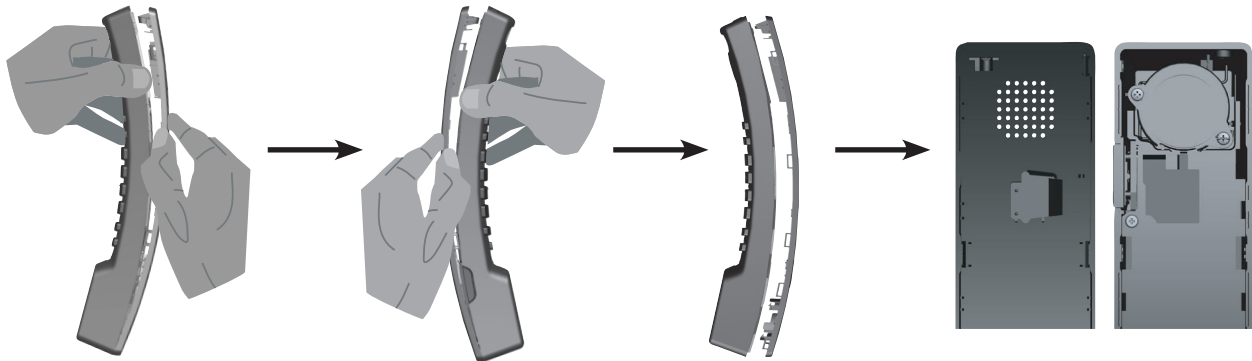


-OR-

Open the bottom part manually at the recessed area to avoid scratching the plastic.



3. Use your thumb to slide along the sides of the handset carefully to release the tabs on the handset cover from the slots on the sides of the handset. Then gently detach the handset cover from the handset.



4. Unplug the battery connector from the socket and then remove the battery from the handset battery compartment.
5. Follow Step 2 to Step 4 in Handset battery installation above to install a new battery.

CAUTIONS:

- There may be a risk of explosion if a wrong type of handset battery is used. Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). To order a replacement, call +44 (0)1706 694 070 or email ukca@trustdistribution.com.
- FCC ID is shown on the back of the cordless handset body after the handset cover is removed.
- Dispose of used batteries according to the information in Product disposal instructions on page 22.

Installation

Handset registration

To register a cordless handset to the telephone base:

Place the cordless handset on the telephone base cradle. Handset registration happens automatically the first time a cordless handset is placed on the telephone base. When the registration process completes, the MESSAGE WAITING LED flashes once and you hear 3 rising beeps as confirmation. Each telephone base accommodates up to 4 cordless handsets or accessory Petite phones. When the telephone base has already registered 4 cordless handsets or accessory Petite phones, one of the registered cordless handsets or accessory Petite phones must be deregistered or registered to another telephone base before adding a new cordless handset or accessory Petite phone.

To register a cordless handset to the telephone base without placing it on the telephone base:

When the telephone base is idle, press 123 on the telephone base and then press HOLD. The MESSAGE WAITING LED on the base turns on for about 90 seconds. Press 123 on the cordless handset and then press HOLD. The MESSAGE WAITING LED on the handset turns on for 90 seconds. When the registration process completes, you hear 3 rising beeps as confirmation. When the telephone base has already registered 4 cordless handsets or accessory Petite phones, one of the registered cordless handsets or accessory Petite phones must be deregistered or registered to another telephone base before adding a new cordless handset or accessory Petite phone.

Handset deregistration

When a registered cordless handset is idle, press *331734# and then press HOLD. You hear 3 rising beeps as confirmation when the deregistration process completes.

Register a handset to another telephone base

Any CTM-A2411-BATT handset can register to any CTM-A2411-BATT telephone base.

When a registered cordless handset is idle, place it on another telephone base. This cordless handset automatically registers to the new telephone base.

Handset battery charging

The battery must be fully charged before using the cordless handset for the first time. The CHARGE LED turns on when the cordless handset is charging on the telephone base, charging base or charging stand. The battery is fully charged after 16 hours of continuous charging. For best performance, keep the cordless handset in the telephone base, charging base or charging stand when not in use.

Telephone settings

Default settings are indicated by asterisks (*).

Setting	Options	Adjustable by:
Listening volume - handset	1, 2, 3, 4*, 5, 6	User and administrator
Speakerphone volume - handset	1, 2, 3, 4*, 5, 6	User and administrator
Speakerphone volume - telephone base	1, 2, 3, 4*, 5, 6	User and administrator
Ringer volume - telephone base	1, 2*, 3	User and administrator
Ringer tone - telephone base	Tone 1*, Tone 2, Tone 3	Administrator only
Flash	1 (100ms), 2 (300ms), 3* (600ms)	Administrator only
RF transmission power - telephone base	1 (low), 2* (middle), 3 (high)	Administrator only
Hold	00 (auto-release disabled), 01 - 14, 15*, 16 - 99 minutes	Administrator only
Voicemail voltage detection - • Steady high voltage, periodic high voltage pulse and periodic low voltage pulse detection method • FSK detection method • Panasonic	0 (disable), 1 (enable)	Administrator only
Voicemail voltage detection - • Line reversal method	0 (disable), 1 (auto), 2 (default 0), 3 (default 1)	Administrator only
Voicemail voltage detection - • Siemens	0 (disable), 1 (50Hz), 2 (25Hz), 3 (20Hz)	Administrator only
Speed Dial number share	0 (disable), 1 (enable)	Administrator only

Ringer tone

There are 3 ringer tones options that can be assigned to the telephone base.

To change the ringer tone:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 00 and you hear 3 beeps. Then press a dialing key, 1, 2 or 3, to select the desired ringer tone. You hear 3 rising beeps as confirmation.

Flash

There are 3 flash duration options that can be programmed.

To change the flash duration:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press FLASH and you hear 3 beeps. Then press a dialing key, 1 (100ms), 2 (300ms) or 3 (600ms), to select the desired flash duration. You hear 3 rising beeps as confirmation.

RF transmission power

There are 3 RF transmission power options on the telephone base that can be programmed.

To change the RF transmission power control level:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 01 and you hear 3 beeps. Then press a dialing key, 1 (low - coverage of 25% of maximum working distance), 2 (middle - coverage of 50% maximum working distance) or 3 (high - coverage of 100% of maximum working distance), to select the desired RF transmission power control level. You hear 3 rising beeps as confirmation.

Telephone settings

Hold

The call on hold timeout duration can be programmed from 01 to 99 minutes. Select 00 to disable the auto-release feature on call on hold.

To change the call on hold timeout duration:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 02 and you hear 3 beeps. Then press the dialing keys from 00 to 99 minutes. You hear 3 rising beeps as confirmation.

Voicemail voltage detection

There are several voicemail voltage detection methods on the telephone base that can be programmed.

To disable the voicemail voltage detection:

1. Remove the faceplate and overlay if they are on the telephone base.
2. Press the recessed PROGRAM key, then press 100.
3. Press the recessed PROGRAM key, then press 110.
4. Press the recessed PROGRAM key, then press 120.
5. Press the recessed PROGRAM key, then press 130.
6. Press the recessed PROGRAM key, then press 140.

To set the voicemail voltage detection by the steady high voltage, periodic high voltage pulse and periodic low voltage pulse detection method:

1. Follow Step 1 to Step 6 in To disable the voicemail voltage detection above.
2. Press the recessed PROGRAM key.
3. Press 10 and you hear 3 beeps. Then press 1 to enable the setting. You hear 3 rising beeps as confirmation.

To set the voicemail voltage detection by the line reversal method:

1. Follow Step 1 to Step 6 in To disable the voicemail voltage detection above.
2. Disable voicemail signal to the telephone.
3. Press the recessed PROGRAM key.
4. Press 11 and you hear 3 beeps. Then press 1 (auto). You hear 3 rising beeps as confirmation.
5. Get a dial tone. Wait for about 3 seconds and then hang up.
6. After about 15 seconds, when the MESSAGE WAITING LED is off, enable voicemail signal to the telephone.
7. After about 15 seconds, when the MESSAGE WAITING LED is on, disable voicemail signal to the telephone. After about 15 seconds, the MESSAGE WAITING LED is off if you successfully completes the setting.

If you fail to set the above setting, follow below steps to set another setting.

1. Follow Step 1 to Step 6 in To disable the voicemail voltage detection above.
2. Disable voicemail signal to the telephone.
3. Press the recessed PROGRAM key.
4. Press 11 and you hear 3 beeps. Then press 2 (default 0) or 3 (default 1). You hear 3 rising beeps as confirmation. After about 15 seconds, if the MESSAGE WAITING LED is on, repeat the steps above to try another setting.
5. After about 15 seconds, when the MESSAGE WAITING LED is off, enable voicemail signal to the telephone.
6. After about 15 seconds, when the MESSAGE WAITING LED is on, disable voicemail signal to the telephone. After about 15 seconds, the MESSAGE WAITING LED is off if you successfully completes the setting.

To set the voicemail voltage detection by the FSK detection method:

1. Follow Step 1 to Step 6 in To disable the voicemail voltage detection above.
2. Press the recessed PROGRAM key.
3. Press 12 and you hear 3 beeps. Then press 1 to enable the setting. You hear 3 rising beeps as confirmation.

To set the voicemail voltage detection by the Siemens detection method:

Telephone settings

1. Follow Step 1 to Step 6 in To disable the voicemail voltage detection above.
2. Disable voicemail signal to the telephone.
3. Press the recessed PROGRAM key.
4. Press 13 and you hear 3 beeps. Then press 1 (50Hz), 2 (25Hz) or 3 (20Hz). You hear 3 rising beeps as confirmation.
5. After about 15 seconds, when the MESSAGE WAITING LED is off, enable voicemail signal to the telephone. After about 15 seconds, if the MESSAGE WAITING LED is still off, repeat the steps above to try another setting.
6. Disable voicemail signal to the telephone. After about 15 seconds, the MESSAGE WAITING LED is off if you successfully completes the setting.

To set the voicemail voltage detection by the Panasonic detection method:

1. Follow Step 1 to Step 6 in To disable the voicemail voltage detection above.
2. Press the recessed PROGRAM key.
3. Press 14 and you hear 3 beeps. Then press 1 to enable the setting. You hear 3 rising beeps as confirmation.

Speed Dial keys

For the telephone base, there are up to 11 programmable guest-service (Speed Dial) keys. Program these keys to automatically dial telephone numbers or to activate telephone system features.

To program a Speed Dial key on the telephone base:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press the desired Speed Dial key where the telephone number is to be stored. You hear 3 beeps.
3. Enter the telephone number (up to 32 digits).
 - To insert a pause in the stored number, press the recessed PAUSE key.
4. The telephone stores the number automatically when 32 digits are entered. When the number has less than 32 digits, press the recessed PROGRAM key again. You hear 3 rising beeps as confirmation.

To clear the programmed Speed Dial key on the telephone base:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press the Speed Dial key where the telephone number is to be deleted. You hear 3 beeps. Press the recessed PROGRAM key again. You hear 3 rising beeps as confirmation.

For the cordless handset, there are 3 programmable keys. Program these keys to automatically dial telephone numbers or to activate telephone system features.

To program the MESSAGES key on the cordless handset:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 60 and you hear 3 beeps.
3. Enter the telephone number (up to 32 digits).
 - To insert a pause in the stored number, press the recessed PAUSE key.
4. The telephone stores the number automatically when 32 digits are entered. When the number has less than 32 digits, press the recessed PROGRAM key again. You hear 3 rising beeps as confirmation.

To clear the programmed MESSAGES key on the cordless handset:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 60 and you hear 3 beeps.
3. Press the recessed PROGRAM key again. You hear 3 rising beeps as confirmation.

To program a Speed Dial key on the cordless handset:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 61 or 62 for the desired Speed Dial key where the telephone number is to be stored (61 indicates the Speed Dial key below REDIAL key and 62 indicates the Speed Dial key below MUTE key) and you hear 3 beeps.
3. Enter the telephone number (up to 32 digits).
 - To insert a pause in the stored number, press the recessed PAUSE key.
4. The telephone stores the number automatically when 32 digits are entered. When the number has less than 32 digits, press the recessed PROGRAM key again. You hear 3 rising beeps as confirmation.

To clear the programmed Speed Dial key:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 61 or 62 for the desired Speed Dial key where the telephone number is to be deleted (61 indicates the Speed Dial key below REDIAL key and 62 indicates the Speed Dial key below MUTE key) and you hear 3 beeps.
3. Press the recessed PROGRAM key again. You hear 3 rising beeps as confirmation.

When a CTM-A241P/CTM-A242P is registered to a CTM-A2411-BATT telephone base, you can program these keys using the telephone base or share the same Speed Dial numbers with the telephone base.

Telephone settings

To enable the Speed Dial number sharing from the telephone base:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 03 and you hear 3 beeps. Then press 1 to enable. You hear 3 rising beeps as confirmation.

If you program a different set of Speed Dial numbers to the accessory Petite, you must disable the Speed Dial number sharing before you can program the Speed Dial numbers.

To disable the Speed Dial number sharing from the telephone base:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed PROGRAM key.
2. Press 03 and you hear 3 beeps. Then press 0 to disable. You hear 3 rising beeps as confirmation.

Telephone operation

Using the cordless handset and the telephone base



The cordless handset and the telephone base cannot be used on the same call. However, calls can be switched between the cordless handset and the telephone base speakerphone.

When the cordless handset or the telephone base is in use, the TALK key on the cordless handset and the IN USE LED on the telephone base illuminate.


Receive a call

When there is an incoming call, the telephone rings. The IN USE LED and the MESSAGE WAITING LED on the telephone base flash, and the TALK key on the cordless handset flashes.

To answer a call using the cordless handset while it is not on the telephone base, charging base or charging stand:

On the cordless handset, press TALK or /SPEAKER. The TALK key illuminates when in use. The /SPEAKER key illuminates when in speakerphone mode.

To answer a call using the cordless handset while it is resting on the telephone base, charging base or charging stand:



Lift the cordless handset from the telephone base, charging base or charging stand. The TALK key illuminates when in use. The /SPEAKER key illuminates when in speakerphone mode.

To answer a call using the telephone base:



On the telephone base, press /SPEAKER. The IN USE LED and the /SPEAKER key illuminate when in use.

Place a call

To place a call using the cordless handset:

On the cordless handset, press TALK or /SPEAKER. Listen for a dial tone and then dial the desired number, or press a Speed Dial key on the telephone base or cordless handset to dial a programmed number. The TALK key illuminates when in use. The /SPEAKER key illuminates when in speakerphone mode.

To place a call using the telephone base:

On the telephone base, press /SPEAKER. Listen for a dial tone and then dial the desired number, or press a Speed Dial key to dial a programmed number. The IN USE LED and the /SPEAKER key illuminate when in use.

End a call



To end a call when using the cordless handset:

Press OFF on the cordless handset or place it in the telephone base, charging base or charging stand. The call ends when all handsets hang up.

To end a call when using the telephone base:

Press /SPEAKER.

Switch a call between the cordless handset and the telephone base speakerphone

- To switch a call from the cordless handset to the telephone base speakerphone, press /SPEAKER on the telephone base.
- To switch a call from the telephone base speakerphone to the cordless handset which is not on the telephone base cradle, press TALK or /SPEAKER on the cordless handset.
- To switch a call from the telephone base speakerphone to the cordless handset currently on the telephone base cradle, lift the cordless handset from the telephone base.

Share a call

A maximum of four cordless handsets or accessory Petites can be used at the same time on an external call.

To join a call:

During a call, press TALK or /SPEAKER on another cordless handset to join.


Handset speakerphone

During a call, press /SPEAKER on the cordless handset to switch between speakerphone mode and handset earpiece mode.

Redial

The last dialed number on the cordless handset or the telephone base is stored for 15 minutes.

To redial the last dialed number from the cordless handset:

Press TALK or /SPEAKER. Listen for a dial tone. Then press REDIAL.

Telephone operation

To redial the last dialed number from the telephone base:
Press **REDIAL**/SPEAKER. Listen for a dial tone. Then press REDIAL.

Volume

Listening volume can be adjusted on the cordless handset and the telephone base.

To adjust the listening volume:

- During a call on the handset, press **-/VOLUME/+** on it to adjust the listening volume. The next call returns to the default listening volume.
- During a call on the telephone base, press **+/VOLUME** or **-/VOLUME** on it to adjust the listening volume. The next call returns to the default listening volume.

Ringer volume of the telephone base can be adjusted.

To adjust the ringer volume of the telephone base:

When the telephone base is idle, press **+/VOLUME** or **-/VOLUME** on it to adjust the ringer volume.

Call waiting

1. When you hear a call waiting tone during a call, press **FLASH** on the cordless handset or telephone base to put the current call on hold and take the new incoming call.
2. Press **FLASH** at any time to switch back and forth between calls.

Mute

To mute the microphone:

1. During a call, press **MUTE** on the cordless handset or telephone base. The MUTE key illuminates when the mute function is turned on. You can hear the party on the other end but they cannot hear you.
2. Press **MUTE** again to resume the conversation. The light on the MUTE key turns off.

Hold

When a call is placed on hold, any parallel phone that tries to use the same phone line will take the call off hold and pick the call.

To place a call on hold on the cordless handset:

1. During a call, press **HOLD** on the cordless handset. The TALK key on the cordless handset and the HOLD key on the telephone base flash when the call is on hold.
2. Press **TALK** or **REDIAL**/SPEAKER to release the call from hold, or the call will end automatically after the preset call on hold duration.

To place a call on hold on the telephone base:

1. During a call, press **HOLD** on the telephone base. The HOLD key flashes when the call is on hold.
2. Press **REDIAL**/SPEAKER to release the call from hold, or the call will end automatically after the preset call on hold duration.

Find handset

Use this feature to find all registered cordless handsets.

To start paging:

Press **FIND HANDSET** on the telephone base when the telephone is not in use. All idle cordless handsets beep for 60 seconds.

To end paging:

- Press **FIND HANDSET** again on the telephone base.
- OR-
- Press any key on the cordless handset to stop the paging tone.

Data port

You can connect your modem or fax machine to the telephone line through the DATA port.

Appendix

Handset battery

It takes up to 16 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in handset use (talking*)	Up to 7 hours
While in speakerphone mode (talking*)	Up to 5 hours
While not in use (standby**)	Up to 7 days

* Operating times vary depending on your actual use and the age of the battery.

** Handset is not charging or in use.

The battery needs charging when:

- A new battery is installed in the handset.
- LOW BATTERY LED flashes on the cordless handset.

CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:

- Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). To order a replacement, call +44 (0)1706 694 070 or email ukca@trustdistribution.com.
- Do not dispose of the battery in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling the battery in order not to create a short circuit with conductive materials.
- Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

Appendix

Troubleshooting

For cordless telephones:

The telephone does not work at all.

- Make sure the RJ-45 cord is plugged into the TEL port of the telephone base.
- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the power adapter and the telephone wall jack.
- Make sure the battery is installed and charged correctly. For optimum daily performance, return the cordless handset to the telephone base, charging base or charging stand after use.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize.
- Charge the battery in the cordless handset for up to 16 hours.
- If the battery is completely depleted, it may take up to 30 minutes to charge the cordless handset before the LOW BATTERY LED flashes on the cordless handset.
- Remove and install the battery again. If that still does not work, it may be necessary to purchase a new battery.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

There is no dial tone.

- Try all the above suggestions.
- Move the cordless handset closer to the telephone base or adjust the setting of RF transmission power (page 12). It may be out of range.
- The telephone line cord may be defective. Install a new telephone line cord.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.
- Eliminate any background noise. Mute the telephone before dialing, or dial from another room in your unit with less background noise.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

The LOW BATTERY LED flashes on the cordless handset.

- Place the cordless handset in the telephone base, charging base or charging stand for recharging.
- Remove and install the battery again and use it until fully depleted, then charge the cordless handset in the telephone base, charging base or charging stand for up to 16 hours.
- If the above measures do not correct the problem, replace the battery.

The battery does not charge in the cordless handset or the battery does not accept charge.

- Make sure the cordless handset is placed in the telephone base, charging base or charging stand correctly. The CHARGE LED should be on.
- Remove and install the battery again, then charge for up to 16 hours.
- If the cordless handset is in the telephone base, charging base or charging stand but the CHARGE LED is not on, refer to The CHARGE LED is off below.
- If the battery is completely depleted, charge it for at least 30 minutes before use.
- If the above measures do not correct the problem, replace the battery.

The CHARGE LED is off.

- Clean the charging contacts on the cordless handset, telephone base, charging base and charging stand each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the power adapter and telephone line cord are plugged in correctly and securely.
- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset.

Appendix

Troubleshooting

For cordless telephones:

The telephone does not ring when there is an incoming call.

- Make sure the telephone line cord and the power adapter are plugged in properly.
- The cordless handset may be too far from the telephone base. Move it closer to the telephone base.
- Adjust the setting of RF transmission power (page 12). It may be out of range.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be defective. Install a new telephone line cord.
- Remove and install the battery again and place the cordless handset in the telephone base. Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

The cordless handset beeps and is not performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the cordless handset closer to the telephone base or adjust the setting of RF transmission power (page 12). It may be out of range.
- Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

There is interference during a telephone conversation or the call fades in and out when I am using the cordless handset.

- Move the handset closer to the telephone base or adjust the setting of RF transmission power (page 12). It may be out of range.
- If there is High Speed Internet Access (HSIA) available at the premises through a telephone line, you may need to install a DSL filter (DSL - digital subscriber line) between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- The location of your telephone base can impact the performance of your cordless phone. For better reception, install the telephone base in a centralized location within the room, away from walls or other obstructions.
- Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear noise on the cordless handset and the keys do not work.

- Make sure the telephone line cord is plugged in securely.

Common cure for electronic equipment.

- If the telephone is not responding normally, put the cordless handset in the telephone base. If it does not fix the problem, try the following (in the order listed):
 1. Disconnect the power to the telephone base.
 2. Disconnect the battery on the cordless handset.
 3. Wait a few minutes before connecting power to the telephone base.
 4. Install the battery again and place the cordless handset in the telephone base.
 5. Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

VTech Hospitality limited warranty program

VTech Telecommunications Limited, the manufacturer of VTech Hospitality Product ("Product"), warrants to the holder of a valid proof of purchase ("end user" or "you") that the Product and all accessories provided by VTech in the Product's package are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product's operating instructions. The limited warranty extends to the end user of this Product and applies only if such Product is purchased through a local distributor /dealer.

During the limited warranty period, VTech's authorised service representative will repair or replace, at VTech's option, without charge, a Product that is not free from defects in materials and workmanship. If VTech's authorised service representative repairs the Product, new or refurbished replacement parts may be used. If the Product is replaced, it may be replaced with a new or refurbished Product of the same or similar design. Repair or replacement of Product, at VTech's option, is the exclusive remedy.

The limited warranty period for the Product begins on the date that the end user takes possession of the Product. This limited warranty also applies to repaired or replacement Products for a period of either: (a) 90 days from the date the repaired or replacement Product is shipped to you; or (b) the time remaining on the original limited warranty as described above; whichever is longer.

This limited warranty does not cover:

1. Product or parts that have been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or used for non-approved commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without valid proof of purchase; or
8. Charges or costs incurred by the end user, and risk of loss or damage, in removing and shipping the Product, or for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.
9. Line cords or coil cords, plastic overlays, connectors, power adapters and batteries, if the Product is returned without them. VTech will charge the end user at then-current prices for each of the missing items.
10. NiCd or NiMH handset batteries, or power adapters, which, under all circumstances, are covered by a one (1) year warranty only.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of Product(s) to the service location. VTech's authorized service representative will return repaired or replaced product under this limited warranty to you. Transportation, delivery and handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit.

If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair and return shipping costs for the repair of Products that not covered by this limited warranty. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product, whether express or implied, oral or written, or statutory. The warranty exclusively describes all of VTech's responsibilities regarding the Product. No one is authorised to make modifications to this warranty and you should not rely on any such modification.

VTech's liability to end user hereunder shall not exceed the purchase price of the Product. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some local dealers / distributors do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you also have other rights which vary from local dealer / distributor to local dealer / distributor.

Appendix

Maintenance

Taking care of the telephone

The telephone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the handset down gently. Save the original packing materials to protect the telephone if you ever need to ship it.

Avoid water

The telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning the telephone

The telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND/OR TELEPHONE LINE CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

Appendix

Disclaimer and Limitation of Liability

VTech Telecommunications Limited and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual. VTech Telecommunications Limited and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product. VTech Telecommunications Limited and its suppliers assume no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery, or repairs. Be sure to make backup copies of important data on other media to protect against data loss.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND/OR TELEPHONE LINE CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

European Directives

These equipments are compliant with directives 1999/5/EC (R&TTE), 2014/35/EU (LVD), 2014/30/EU (EMC) and 2011/65/EU (ROHS).

Declaration of Conformance

Hereby, VTech declares that cordless equipment are in compliance with the essential requirements of directive 1999/5/EC (R&TTE) The Declaration of Conformity may be obtained from: www.vtechhotelphones.com.



Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.



Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Technical information

Specific Absorption Rate (SAR)

This device meets applicable international safety requirements for exposure to radio waves.

The max. limit according to WHO is 2W/kg (per 10g tissue).

This telephone measures 0.03 W/kg (per 10g tissue).



Warning

These are class A products. In a domestic environment these products may cause radio interference in which case the user may be required to take adequate measures.

Appendix

Technical specifications

Analog cordless 1-line - CTM-A2411-BATT

Frequency Control	Crystal controlled PLL synthesizer	
Transmit frequency	Handset: 1881.792-1897.344 MHz Telephone base: 1881.792-1897.344 MHz	
Channels	10	
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.	
  Power requirements	Handset: 2.4V Ni-MH battery Telephone base: 6V DC @600mA,	
	Country	Manufacturer
	EU	Ten Pao International Ltd.
	UK	Ten Pao International Ltd.
	Australia	Ten Pao International Ltd.
	Telephone base backup battery (for CTM-A2411-BATT/CTM-A2421-BATT): 2.4V Ni-MH battery	
Message waiting signal	Steady/periodic high voltage pulse, periodic low voltage pulse, reverse polarity, FSK, Siemens and/or Panasonic	
Speed Dial memory	Telephone base: up to 11 memory locations; up to 32 digits Handset: up to 3 memory locations; up to 32 digits	
Size	Telephone base: 8.03 x 6.06 x 3.78 in (204 x 154 x 96 mm) Handset: 8.39 x 1.89 x 1.65 in (213 x 48 x 42 mm)	

Analog cordless 1-line accessory handset - CTM-C4101

Frequency Control	Crystal controlled PLL synthesizer	
Transmit frequency	1881.792-1897.344 MHz	
Channels	10	
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.	
Power requirement	2.4V Ni-MH battery	
Message waiting signal	Steady/periodic high voltage pulse, periodic low voltage pulse, reverse polarity, FSK, Siemens and/or Panasonic	
Speed Dial memory	Handset: up to 3 memory locations; up to 32 digits	
Size	8.39 x 1.89 x 1.65 in (213 x 48 x 42 mm)	

Appendix

Technical specifications

Analog cordless charging stand - C4011

Power requirement	6V DC @450mA		
	Country	Manufacturer	Manufacturer model number
	EU	VTech(Qing Yuan) Plastic & Electronics Co. LTD	VT04EEU06045
	UK	VTech(Qing Yuan) Plastic & Electronics Co. LTD	VT04UKU06045
	Australia	Ten Pao International Ltd.	S003IS0600045
Size	3.78 x 2.80 x 4.29 in (96 x 71 x 109 mm)		

Analog cordless charging stand - C4011-USB

Power requirement	6V DC @1400mA		
	Country	Manufacturer	Manufacturer model number
	EU	SunStrong International Industrial LTD.	SSA-060140EU
	UK	SunStrong International Industrial LTD.	SSA-060140UK
	Australia	SunStrong International Industrial LTD.	SSA-060140AU
Size	3.78 x 2.80 x 4.29 in (96 x 71 x 109 mm)		
USB charging port	Provide charging current up to 1A		

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